

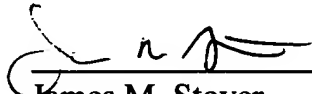
REMARKS

The present patent application, as originally filed on November 16, 2001 included an ABSTRACT OF THE INVENTION that exceeded 150 words in length. The foregoing amendment provides a new ABSTRACT OF THE INVENTION that is of proper length.

A copy of the NOTICE TO FILE CORRECTED APPLICATION PAPERS dated February 8, 2002, is attached

Examination of the present application, as amended, is respectfully requested.

Respectfully submitted,



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APPENDIX A:**AMENDMENTS TO THE SPECIFICATION IN MARKED-UP FORM**

Please amend the abstract of the invention beginning on page 69, line 7 of the specification as follows:

A computer implemented method of and apparatus for collecting and managing detailed data related to an Internet Service Provider's (ISP) operational environment and customer web browsing habits within an E-Business customer relationship management system. [The customer relationship management system includes a database system for storing data related to an Internet Service Provider's (ISP) operational environment and customer web browsing habits.] Data is organized within [the] a database system in accordance with a logical data model comprising a plurality of entities and relationships defining the manner in which information related to the Internet Service Provider's (ISP) operational environment and customer web browsing habits is stored and organized within the database system. [The E-Business logical data model includes an ISP subject area defining the manner in which information related to the Internet Service Provider's (ISP) operational environment and customer web browsing habits is stored and organized within the database system.] The [ISP subject area] logical data model may include entities, attributes and relationships defining the organization of information relating to the ISP's billing plans and services; [the ISP's billing services; categories of services provided by the ISP; types of services that have been provided by the ISP; and] types of services provided by the ISP; [. Additional entities, attributes and relationships define the organization of information relating to] the ISP's communication facilities and components; [the ISP's communication servers; the ISP's network router; physical facility

components of the ISP's networks; the ISP's Post Office Protocol (POP); the ISP's POP areas; and the ISP's POPs regions. Yet additional entities, attributes and relationships define the organization of information relating to] the ISP's customer account representatives; [the ISP's] customer billing plans; [the ISP's] customer revenue from bills and [; the ISP's customer] service [revenue]; subscribers to the ISP; and the ISP's customers' sessions.